

TOWN OF HERNDON

Enriching the Quality of Life and Promoting a Sense of Community



MEMORANDUM

To: Stephen F. Owen, Town Manager

From: Henry G. Bibber, Director of Community Development *Eng for HGB*

Date: January 5, 2006

Subject: Monthly Community Inspections Report, Month of December, 2006

Attached is the monthly report for December, 2006, prepared by Bill Edmonston, Senior Community Inspector. This report is a summary of the activities of the Community Inspectors for the month of December, 2006. Additional Information concerning excessive occupancy complaints is set forth below.

Excessive Occupancy Caseload Status			
Status	December 2006	November 2006	Change
New Complaints Received	10	11	-1
Cases Closed	25	30	-5
Violations Abated	14	18	-4
% Cases Closed with Abated Violations	54.0%	60.0%	n/a
# Cases Currently Under Investigation	65	76	-11
# Complaints Reported, No Investigation Initiated	0	0	0
Total Open Complaints	65	76	-11

During the month of December, the number of new complaints and the number of cases currently under investigation have decreased compared to prior months. Of the new complaints documented in December, 40% were initiated by Town staff, including referrals from the Police Department and the investigation of room rental announcements.

Complaint Year 2005	Days to First Visit	Days to Determine Status	Days under Investigation	Enforcement Time
Avg.	18.9	88.2	69.4	39.5
Min.	0	0	≤1	0
Max.	135	468	406	321

Complaint Year 2006	Days to First Visit	Days to Determine Status	Days under Investigation	Enforcement Time
Avg.	6.5	47.0	40.5	31.5
Min.	≤1	≤1	≤1	≤1
Max.	69	285	284	732

Based on the above charts, we can determine that the average length of time it took the inspectors to determine status of the cases, was markedly lower in 2006 compared with the results of 2005. Based on the above charts we can see a reduction from 88.2 days to 47.0 days.

Days to First Visit – the number of days from the date of the complaint to the date of investigative action being taken by an inspector.

Days to Determine Status – the number of total days from the date of the complaint until an Inspector reaches a conclusion as to whether a violation exists or the complaint is unfounded.

Days under Investigation – the number of days from the first date of investigative action by an Inspector until the date that a determination is made regarding the existence of a violation.

Enforcement Time – the number of days spent on resolving the violation, after the Inspector identifies that a violation exists.

One Transient Lodging violation case was taken to court during the month of December:

502 Alabama Drive - Guilty

The final set of attachments comprises the Green-Yellow-Red status of overcrowding complaints for the month of December, 2006.

If you have any questions regarding this report, please contact me.

Attachments as stated.

Cc: Chairman Sivertsen and Members of the Planning Commission
 Elizabeth M. Gilleran, Zoning Administrator
 William Edmonston, Senior Community Inspector
 Bob Boxer, Director of Public Works
 John Orrison, Building Official
 Elizabeth Hagg, Director of Neighborhood Resources
 Anne Curtis, Public Information Officer
 Viki Wellershaus, Town Clerk

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MEMORANDUM

To: Henry G. Bibber, Director of Community Development

From: William Edmonston, Senior Community Inspector *WE*

Date: January 5, 2006

Subject: Monthly Community Inspections Report – December 2006

- During the month of December 2006, the Building Official's staff and Zoning Administrator's staff closed seventy-four cases, which included violations of the Zoning Ordinance, Building Code, and the Town Code. The breakdown of the total number of closed violations is as follows:

- One BOCA new construction violation
- Three BOCA property maintenance complaints
- Seven home-based business complaints
- Ten sign violations
- Twenty six excessive occupancy complaints
- Ten trash complaints
- Fifteen vehicle complaints
- Two miscellaneous complaints

A summary of closed cases is found in Attachment #1.

- In December 2006, the Department of Community Development and the Building Official's Office received eighty-six new complaints. The new cases consisted of :

- Two BOCA new construction violations
- Thirty BOCA property maintenance violations
- One excessive paved surface
- Six home-based business concerns
- Ten excessive occupancy complaints
- Eleven sign violations
- Eight trash violation complaints
- Seventeen vehicle violations
- One miscellaneous complaint

A summary of new complaints is found in Attachment #2.

- As of December 2006, the report for the fiscal year shows that the total number of complaints for all types of violations is four hundred nineteen. Of that total, only one hundred and twelve of those cases remain open. For the calendar year of 2006, the total number of open complaints is one hundred seventy-five. The three most prevalent types of complaints continuing to be investigated are overcrowding, vehicles, and trash.

An Executive Summary Report for the fiscal year is found in Attachment #3.

An Executive Summary Report for the calendar year of 2006 is found in Attachment #4.

- The total number of enforcement related actions equaled two hundred twenty-three for December 2006. Within those noted actions, a total of forty-four addresses were investigated for excessive occupancy complaints. In December 2006, the percentage of excessive occupancy cases without investigative activity remains the same as November 2006 at 0%.
- Zoning staff removed one hundred sixty-two signs illegally placed in the public right-of-way during the month of December 2006.
- Community Inspectors completed a total of three Zoning Inspection Permits (ZIP's) during the month of December 2006.
- Zoning staff continues providing early morning, evening, and weekend enforcement to identify and resolve reported violations.

If you have any questions concerning this report, please contact me at (703) 435-6800 x 2030.

Attachments: as stated

Cc: Bob Boxer, Director of Public Works
Elizabeth M. Gilleran, Zoning Administrator
Lieutenant Earl Sheffer, Herndon Police Department
John Orrison, Building Official
Elizabeth Hagg, Director of Neighborhood Resources
Mark Holland, Planner
David H. Pace, Community Inspector II
Kevin T. Karnik, Community Inspector II
Fermina Rochac, Community Inspector
Carmen L. Babonneau, Community Inspector

Zoning Complaints Closed

For Period: 12/01/2006 - 12/31/2006

ComplaintType

SubType

BOCA NEW CONSTRUCTION

Sub Total: 1

Total: 1

BOCA PROPERTY MAINTENANCE

Sub Total: 3

Total: 3

HOME-BASED BUSINESS

Sub Total: 1

Sub Total: 1

Sub Total: 1

Sub Total: 3

Sub Total: 1

Total: 7

OTHER

Sub Total: 1

PARKING ON UNPAVED SURFACE

ComplaintType

SubType

Sub Total: 1

Total: 2

OVERCROWDING

DEFINITION OF A FAMILY

Sub Total: 25

VEHICLE-COMMERCIAL

Sub Total: 1

Total: 26

SIGN

SIGN-OFF SITE

Sub Total: 1

SIGN-WALL

Sub Total: 8

SIGN-WINDOW

Sub Total: 1

Total: 10

TRASH

Sub Total: 10

Total: 10

VEHICLE

PARKING ON UNPAVED SURFACE

Sub Total: 1

VEHICLE-COMMERCIAL

Sub Total: 3

VEHICLE-INOPERABLE

ComplaintType

SubType

Sub Total:

11

Total:

15

Total cases closed for this time period:

74

New Zoning Complaints

For Period: 12/01/2006 - 12/31/2006

ComplaintType

SubType

BOCA NEW CONSTRUCTION

Sub Total: 2

Total: 2

BOCA PROPERTY MAINTENANCE

Sub Total: 30

Total: 30

EXCESSIVE PAVED SURFACE

OTHER

Sub Total: 1

Total: 1

HOME-BASED BUSINESS

HOME-BASED OPERATING ILLEGALLY

Sub Total: 2

HOME-BASED WITHOUT PERMIT

Sub Total: 3

ILLEGAL EXTERIOR STORAGE/DISPLAY

Sub Total: 1

Total: 6

OTHER

PARKING ON UNPAVED SURFACE

Sub Total: 1

Total: 1

OVERCROWDING

DEFINITION OF A FAMILY

Sub Total: 10

Total: 10

SIGN

SIGN-OFF SITE

Sub Total: 1

SIGN-WALL

Sub Total: 8

SIGN-WINDOW

Sub Total: 2

Total: 11

TRASH

Sub Total: 8

Total: 8

VEHICLE

PARKING ON UNPAVED SURFACE

Sub Total: 8

VEHICLE-COMMERCIAL

Sub Total: 2

VEHICLE-INOPERABLE

Sub Total: 7

Total: 17

Total new cases for this time period:

86



Executive Summary Code Complaints

FISCAL YEAR 2006 - 2007

Complaint Type	Total	CLOSED	OPEN
BOCA NEW CONSTRUCTION	16	5	11
BOCA PROPERTY MAINTENANCE	49	16	33
BUSINESS VIOLATION	1	1	
EXCESSIVE PAVED SURFACE	1		1
FENCE	5	5	
HOME-BASED BUSINESS	24	18	6
ILLEGAL DWELLING UNIT	4	2	2
OTHER	13	7	5
OVERCROWDING	142	102	40
SIGN	12	9	3
TALL GRASS	21	20	1
TRASH	60	56	4
VEHICLE	71	65	6

Total Closed: 306

Total Open: 112

Total Complaints: 419

Percent Closed:

73%

Percent Open:

27%



Executive Summary Code Complaints

CALENDAR YEAR 2006

Complaint Type	Total	CLOSED	OPEN
BOCA NEW CONSTRUCTION	50	21	29
BOCA PROPERTY MAINTENANCE	105	54	51
BUSINESS VIOLATION	10	10	
EXCESSIVE PAVED SURFACE	2	1	1
FENCE	20	19	1
HOME-BASED BUSINESS	49	43	6
ILLEGAL DWELLING UNIT	7	4	3
OTHER	20	8	10
OVERCROWDING	285	229	56
SIGN	13	10	3
TALL GRASS	49	48	1
TRASH	114	106	8
VEHICLE	152	145	6

Total Closed: 698

Total Open: 175

Total Complaints: 876

Percent Closed: 80% **Percent Open:** 20%